



# WorkINdiana Newsletter

December 2014 Issue 6 Vol. 1

## In this issue of WorkINdiana:

Professional Spotlight: John Nally.....	2
Making Strides.....	3
News from Region 1.....	4
Client Connections.....	5
WorkINdiana Information.....	5

Internet and Computing Core (IC3) and Microsoft Office Specialist (MOS) certifications help people demonstrate that they have the foundational skills necessary for more advanced computer courses, certifications and employment. An Administrative Assistant benefits from training and certifications because they frequently use Office programs. They use them to compose written correspondence, using word processing and e-mail programs, as well as analyze and present data using spreadsheets.

## Occupational Spotlight: Administrative Assistant (IC3 or MOS)



### Indiana Wage Information

	Entry	Median
Hourly Wage	\$10.94	\$14.11
Long Term	13.6% (increase)	
Short Term	2.4% (increase)	

\*Data collected from [hoosierdata.in.gov](http://hoosierdata.in.gov)

## Professional Spotlight: John Nally



Dear Readers,

We were so excited that John Nally, the Director of Education at the Indiana Department of Correction, agreed to be in our newsletter! We first met John to discuss employability skills training and came away extremely impressed with his knowledge about education and his humorous stories. That meeting planted the seed for WorkINDiana certification training for our adult education students in the correctional facilities.

To qualify, adult education students must be within a year of release and participate in our HIRE program, which helps inmates find employment after release. To date, 380 students have enrolled in WorkINDiana Hospitality training, 84% have completed and 100% earned a certification.

“Dr. John Nally’s career in correctional education with the Indiana Department of Correction (IDOC) has spanned six decades, beginning with his first classroom teaching assignment at the Putnamville Correctional Facility in 1967. Since then, he has taught juveniles and adults, worked as Director of Distance Education, Director of Special Education, and, most currently as, the IDOC Director of Education since 2003.

The landscape of correctional education has changed over the years, much like non-correctional education. Simply helping an offender become literate, or obtain a high school equivalency diploma, is not enough. Dr. Nally joined fellow researchers, Dr. Susan Lockwood, Dr. Taiping Ho, and Ms. Katie Knutson to study the impact of education and employment on recidivism. Elements of this research have been published in a number of national and international peer-reviewed professional journals. This research established that education reduces recidivism, but a combination of education and employment has the

greatest impact on recidivism reduction. As a result, Dr. Nally continues to collaborate with DWD to develop and implement job certification programs aligned with WorkINDiana that prepare offenders for employment upon release.”

### **Dr. Susan Lockwood**

Director of Juvenile Education  
Indiana Department of Correction

### **Q. John, how would you characterize the connection between the WorkINDiana certification training and students from the Department of Correction (DOC)?**

That’s a multi-part question. In order to reduce recidivism, you must have education that enhances employment. We think of WorkINDiana as a shot in the dark. We know that through WorkINDiana students can get a nationally recognized certification that is valued by employers in Indiana. We also know that our students’ best chance at employment is in the hospitality industry. We recently reviewed the employment status of twenty women who exited our system, and found that 100% went into the restaurant industry. Anytime we can take a DOC educational program and directly tie it to the Department of Workforce Development, we are going to have a better program. Two reasons:

1. DWD programs have a lot of structure, which is good for our students.
2. The WorkINDiana program adds one more layer to our student’s exit portfolio. They have their High School Equivalency (HSE), next they go through vocational programs, and then they obtain a WorkINDiana certification.

The reason I call this program a shot in the dark is that we don’t have the employment statistics yet for our pilot class of students. However, we believe employers will give serious consideration to a job candidate who, though having a felony, has a ready-made work portfolio, as opposed to

someone with little to no experience or training. And while hospitality work may not be for everyone, the most important piece it can provide for DOC students after they are released is a documented work history. Attendance issues are and always have been huge for employers. We always tell our students the best ability in the workforce is availability.

### **Q. What would you say to critics of educating DOC students?**

When we do town hall meetings, we encounter many people who do not feel any money should go to our population. I like to point out that in Indiana, our incarceration model is non-sustainable. Indiana has 28,000 people in prison every day. But we release 19,000 a year, and about 64% come back “home” in 12 months or less. Many of the inmates that come to us can’t read, write or do arithmetic. In my opinion, these people deserve the same opportunities to a formal education as any citizen in Indiana. There is nothing in our laws about individuals losing rights to education once incarcerated. And the social bonds that are formed in any level of education and training are usually missing in our populous. Now if we could educate and train the 19,000 people we release every year and forge those social bonds, imagine what that could do for the Indiana economy. The potential workforce we have in our incarcerated population, when matched with the drop in recidivism that would follow, can be a tremendous boost to our society.

Thank you, John, and we hope to have you back for a part two!

## Making Strides to Advance Economic Opportunity through Career Pathways

Recently, Indiana was selected along with 12 other states by the U.S. Department of Education to participate in its new three-year career pathways initiative: [Moving Pathways Forward: Supporting Career Pathways Integration](#). Throughout the next two years, we will receive intensive technical assistance to advance career pathway systems to transition Indiana's low-skilled adults to postsecondary education and employment. With the passing of the [Workforce Innovation and Opportunity Act \(WIOA\)](#) into law and the release of the Vice President's *Ready to Work: Job-Driven Training and American Opportunity report*, (both of which focus on career pathways as playing a significant role in improving our nation's economy), our state's participation in this initiative is occurring at an optimal time. By 2025, it is estimated that 60% of the jobs will require postsecondary skills, knowledge, and credentials while only 41% of the workforce is projected to have a two-year degree or higher in Indiana (based on calculations by the Indiana Career Council). While the labor market demands a more educated workforce, hundreds of thousands of workers will not be prepared for these jobs. An approach to closing this gap includes implementation of a statewide career pathway system. Such a system, while benefitting all Hoosiers, works to ensure Adult Education students are ready to embark on a career pathway.

Career pathways are linked educational and training services that "enable students, often while they are working, to advance over time to successively higher levels of education and employment in a given industry or occupation sector. Each step on a career pathway is designed explicitly to prepare students to progress to the next level of employment and education" (Oregon Career Pathways initiative). Indiana is in the initial stages, but you can count on reading more about this initiative in future issues of our newsletter.

While this work is occurring at the state level, the *Moving Pathways Forward* project is launching a free information service for all individuals working in career pathways-related programs across the country—the [Career Pathways Exchange](#). This email-based service consolidates and distributes career pathways-related resources, events, and information from federal and state agencies and partner organizations. Subscribers can [select to receive email digests](#) on their topics of interest.

For additional information about our career pathways initiative, please contact Brenda Johnson, WorkINdiana Program, at [bjohnson@dwd.in.gov](mailto:bjohnson@dwd.in.gov).





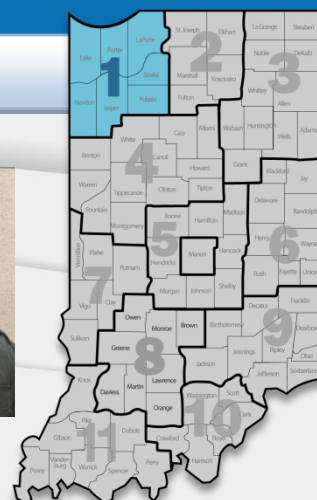
## News from Region 1

In Region 1 we have a great WorkINDiana success story. Mr. Kevin Brown had not earned his High School Equivalency (HSE) and was unemployed. He went to the Merrillville Adult Basic Education (ABE) program to obtain his HSE. There he met Sharon Wang, the ABE Counselor for Merrillville Adult Education during a presentation about services offered at the local WorkOne. Mr. Brown was interested in welding training through the WorkINDiana program. Mr. Brown showed true "GRIT" in obtaining his HSE and entering into Welding training with Calumet Welding. After completing his WorkINDiana welding training in September 2014, Mr. Brown started working as a MIG Welder at Tower International in Chicago, IL. He is now making \$17.50 an hour. When asked about his WorkINDiana experience, Mr. Brown stated *"My experience through the WorkOne was the most outstanding experience that has ever happened to me. The WorkOne has assisted me with choosing a career that would benefit my family. The WorkOne has also helped me to choose a career that best took my interests, and I would like to say thank you and I really appreciate your assistance!"*

Eligible Adult Education students may qualify for the WorkINDiana program, which allows individuals to earn the HSE diploma and an entry-level career certification at the same time. WorkINDiana is targeted to students who need adult education and occupational training



Jose Torres, left, Adult Education Coordinator for Region 1. Kevin Brown, WorkINDiana success story, right.



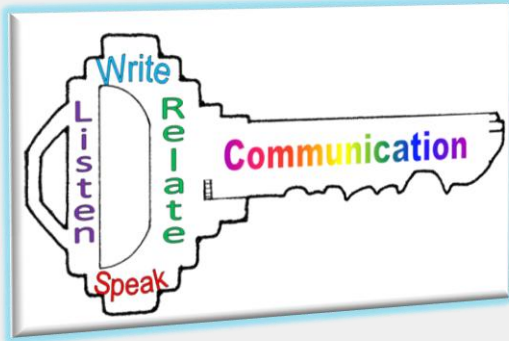
Adult Education students may enroll in WorkINDiana during their current program year of enrollment and the full program year after exiting Adult Education, provided all other criteria are met. Students must be co-enrolled in WIA Title I (adult, dislocated worker, youth) and WIA Title II (Adult Education Programs) and pass a drug test.

Students who meet the requirements for WorkINDiana have the tuition and the certification paid for through the Indiana Department of Workforce Development's WorkINDiana grant, administered by the regional Workforce Investment Board. WorkINDiana funding also can be used for supportive services for students with financial need.

The WorkINDiana certification programs currently offered in Region 1 are Certified Nursing Assistant, Certified Welder, Truck Driver (CDL-A), Pharmacy Tech, Certified Production Technician, Patient Care Tech, Electronic Records Health Technologist, and Emergency Medical Tech (EMT-B). The entry-level certification programs are typically between 40 hours and up to 14 weeks in duration, depending upon the certification requirements.

-Jose Torres, Adult Education Coordinator, Region 1

## Client Connections



Communication takes many forms: what we say and how we say it; writing; listening; relating, both verbally and non-verbally. Communication skills are so important that most employers rate it as the number one “must have” quality for a job candidate. Solid communication is the basis for most of the other soft skills needed in the workplace.

It is important to remember that communication is much more than the words we speak. What are your non-verbal cues telling your listener? If you are fully engaged in the conversation you might indicate this by leaning in toward the other person or nod at certain points the other makes. It is vital to be aware of your facial expressions—maintain eye contact and smile—when dealing with customers so they feel welcomed and valued.

For many of us, the most difficult form of communication is writing. It's difficult to remember all the rules of grammar, sentence structure, spelling and punctuation. If you have been away from the classroom for a few years, your only writing may be emails and text messages. Take time to brush up on the basics before you send in a résumé which is often your first form of communication with a potential employer. Check with your local Adult Education program for classes or go online to any of the free services such as My English Pages at <http://www.myenglishpages.com/>.

Whether you are speaking or writing, think about your message before you “send” it to your audience. Be informed, clear, concise and professional. And remember: You are always communicating with those around you.

### WorkINdiana Information

#### About WorkINdiana

The WorkINdiana program offers short-term occupational training to adult education students spanning 6 business sectors and 30 industry-recognized certifications. Please visit this link to find out more: <http://www.amplifyae.org/view/workindiana>

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#### The WorkINdiana Program and Adult Education are supported by WorkOne Centers.

Please provide any feedback you may have on our WorkINdiana programs, including: questions, topics of interest, or articles you'd like to submit. Look for our January edition in two months!

For past WorkINdiana Newsletters and Adult Education Newsletters, please visit this link:  
<http://www.amplifyae.org/newsletters>

